DELAWARE JUDICIARY
ADMINISTRATIVE OFFICE OF THE COURTS

Non-Merit Position
(This position is exempt from the State of Delaware Merit Rules)

Posting #AOC0104N16

TELECOMMUNICATION/NETWORK TECHNICIAN II
This is a Career Ladder series

Opening Date:	January 21, 2016
Closing Date:	This position will remain posted until the vacancy is filled.
Salary:	$38,515 - $48,144 per year (Minimum - Midpoint) Pay Grade 13*
Recruiting For:	**Administrative Office of the Courts, Judicial Information Center**
Location:	Kent County **(Please check this location on your application)**

*Salary applicable for this position is based upon the qualifications of the individual applicant.

Summary Statement: This is the full performance level of telecommunications network/technician performing journey level technical procedures in information technology (IT) customer support, maintenance, and/or administration of a local area network. An employee will become eligible for consideration to move to the next level of the career ladder – Telecommunications/Network Technician III – after one year within this classification, once he or she meets the minimum qualifications and performance requirements for the higher level, possesses the ability to perform at that level, and funding permits.

- Provides systems administration independently, e.g., evaluates system performance, troubleshoots network operating systems; coordinates installation or actually installs hardware/software and conducts tests to assure system is operating properly; coordinates with multiple vendors to resolve issues; independently provides systems technician services, e.g., provides troubleshooting, diagnoses, and repairs to include performing some nonstandard device configurations; installs, monitors, and maintains, at a base level, network and telecommunications devices such as hubs, switches, servers, routers, basic cabling, and other basic infrastructure components.
- Provides first and second level support for help desk functions. Emphasis is on troubleshooting PC operating systems and investigating hardware/software problems to locate and correct malfunction; network problems at this level are more complex

requiring the incumbent to probe for information when the nature and cause of the problem is unclear and the solution is not obvious.

- Guidelines exist for most situations in the form of standard operating procedures and policies, protocols or techniques, hardware and software manuals, copyrights, and standards/instructions; interpretation of guidelines involves choosing from alternatives with more than one technically valid solution but one is better than the alternatives depending on the circumstances of the situation.
- Contacts are for the purpose of exchanging or collecting information, e.g., explain operating procedures, gather facts to describe problems to higher level skilled repair technician, and instructing users on the steps to follow to correct a problem with the operation of equipment.

Minimum Qualifications: Please address each item separately on the Minimum Qualifications page of the application. Failure to do so will result in disqualification. Applicants must meet each of the following qualifications. Failure in any one area will result in a rating of "not qualified." Resumes may not be substituted for the application.

1. At least one year experience administering computer data networks including troubleshooting, diagnosing, and resolving computer data networks problems.
2. At least one year experience installing, testing, and configuring computer data networks including the associated wiring and network dependent devices and infrastructure components.
3. Ability to communicate courteously and effectively, both verbally and in writing, including the ability to communicate complex, technical information in a format appropriate to ensure audience comprehension with a diverse group of clients such as end-users, staff, and coworkers.

Conditions of Employment:
- A satisfactory criminal background check is required as a condition of employment.
- Direct deposit of paychecks is required as a condition of employment.

Benefits: To learn more about the comprehensive benefit package please visit the website at http://ben.omb.delaware.gov/.

Submitting Your Application: Visit the website at http://courts.delaware.gov/career/ and review the complete job announcement, then click on "apply" next to the job posting. Then print, or complete and print, the Judicial Branch Non-Merit Employment Application in either Microsoft© Word or PDF format. Applications should be submitted by any one of the formats listed below prior to the closing date stated on this announcement.

1. Send your application as an e-mail attachment with the words "Application Form" in the subject line to: apps.aoc@state.de.us **(preferred method)**

2. Fax your application to: (302) 255-2482, Attention: Human Resources

3. Mail your application to:

> Administrative Office of the Courts
> The Renaissance Centre
> 405 N. King Street, Suite 507
> Wilmington, DE 19801-3700

Attachments to Applications:

- Please do not submit copies of evaluations, letters of reference, training certificates, or college transcripts unless requested.
- If supplemental information is requested by the posting, be sure to include it when you submit your application prior to the closing date.
- Applications or additional information will not be accepted after the closing date.
- Resumes will not be accepted unless accompanied by the application.

Accommodations:

- Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an auxiliary aid or service please call (302) 739-5458.
- TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

The Delaware Judiciary
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